

Product Number: 2434.01.09

## STATE RADIO REPEATER SYSTEM (SRS)

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The Department of Technology Services (DTS) operates the State Repeater System (SRS) for customers throughout Utah's geographic regions. The network enables two-way, voice only radio communications for law enforcement, emergency services, and other local, State, and federal operations. DTS charges a monthly rate per mobile user for this service.

The SRS product utilizes the far-reaching State microwave system to provide broad service throughout the State. Additionally, DTS works with the FCC and manages the radio frequencies used by the SRS.

### FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Two-way radio infrastructure	DTS manages and maintains the State's conventional two-way radio infrastructure i.e., base station, repeater and microwave equipment located on mountain tops and other locations throughout the State. State and other government agencies use this infrastructure for day to day business and emergency communications needs.
Interoperability	Key base station and repeater sites can be patched to the UCAN 800 MHz trunking system to allow agencies outside the UCAN footprint to communicate as needed.

### FEATURES NOT INCLUDED

FEATURE	EXPLANATION
End user equipment	The SRS rate does not include maintenance and repair of end user equipment.

### RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
SRS	State Radio Connection	\$14.69/User/Month

## ORDERING AND PROVISIONING

Customers may call the Radio Shop technicians directly to request services:

Lead Technician (801) 965-4542

Radio Shop Front Office (801) 965-4535

To report service problems customers must contact the DTS Customer Support Center:

(801) 538 3440 or (800) 678 3440,

## DTS RESPONSIBILITIES

Troubleshoot and diagnose problems, make adjustments, repairs, and or perform preventive maintenance on above equipment.

Maintain an adequate parts supply to provide a maximum repair turn around time of no more than 5 business days.

## AGENCY RESPONSIBILITIES

Notify the DTS Customer Support Center of any problems by calling (801)538-3440 or (800)678-3440.

Review billing to ensure accuracy. Any discrepancies must be discussed with DTS Billing within 30 days.

## GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at [dts.utah.gov](https://dts.utah.gov). Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

### Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

**Customer Satisfaction Surveys and Reporting**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

**Customer Satisfaction Targets**

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied